

# People Management

## CPD Training



### Course Information

#### START TIME

9.30am

#### DELIVERY

Virtual

#### FEEDBACK

*"Excellent course. Very informative and useful. Extremely professional presenter and Sonya made it most enjoyable also. Met lovely people on the course"*

Ann O'Reilly - Whitehall College

This one-day course will show you the key ingredients required to becoming a truly great manager. Throughout the day you will learn about your own personal management style unique to you, you will learn the most common mistakes managers make, and you will gain insight on communication, delegation, motivation and dealing with difficult and challenging situations.

This particular course is among our most popular, and a recent CMG delegate survey showed 87% of previous attendees have seen a 'lasting improvement' in their management skills since attending this course, while 96% of previous attendees would recommend this course to another.

All attendees will leave this course with a better understanding of the key skills required to both succeed as a manager, and to help your own team succeed in the process. On top of this, attendees will receive a full course pack to refer back to, and will gain CPD hours at the end of the session (if applicable).

### Course Content

- The impact of your personality
- The key qualities of an effective manager
- What is your management style?
- The most common managerial mistakes
- Time management tips
- Key communication skills you need as a manager
- The power of motivation / How you can create a motivational environment?
- What causes demotivation and what is the damage?
- Benefits and challenges of delegation
- How to spot potential difficult situations before they arise
- How to address sensitive employee situations with skill and diplomacy
- Managing and working with 'Difficult People'
- The importance of confidence when dealing with conflict or disputes
- Performance management & staff appraisals
  - preparing for the performance appraisal
  - the different types of performance appraisals
  - how to conduct a performance appraisal / the purpose / write an appraisal report / discussion

### Who Should Attend

This course will be of particular interest to those entering management for the first time, those taking on a team leader role, or those in senior management who wish to refresh their skills. Equally, executives in both the public sector and professionals who have recently moved into management roles will find this course extremely beneficial.

### Certification

On completion of this one-day training course, you will receive your IIPE Verified Certificate as well as your CPD Certificate. Please note certificates are issued at the close of the training course to participants who complete the full five hours.

### Cost

This training course costs €425 EARLY-BIRD (Normal rate €495).